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**EXTRAORDINARY**

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## **PART-IIA**

**GOVERNMENT OF MEGHALAYA**

**URBAN AFFAIRS DEPARTMENT**

**ORDERS BY THE GOVERNOR**

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### **NOTIFICATION**

The 25<sup>th</sup> March, 2013.

**No.UAU.31/2008/339.** - In interest of public service the Government of Meghalaya hereby notifies the existing service level standards and targets for the next financial year to improve the Water Supply, Solid Waste Management, Sewage Management and Storm Water Drainage services for the Municipal Boards in Meghalaya are as follows:

**SERVICE LEVEL BENCHMARKING****SHILLONG MUNICIPAL BOARD**

Sl. No.	Indicator	Unit	Present State	Target FY 2013- 14
1	2	3	4	5
<b>Water Supply</b>				
1	Coverage of Water Supply connections	%	85	90
2	Per Capita Water Supply	LPCD	101	135
3	Extent of metering	%	0	75
4	Non-revenue Water	%		
5	Continuity of Water Supply	Hrs/Day	2	4
6	Water Supply Quality	%	85	85
7	Redressal Efficiency of Customer Complaints	%	95	100
8	Cost Recovery	%	65	85
9	Collection Efficiency	%	90	100
<b>Solid Waste Management</b>				
1	House level coverage of SWM services through door-to-door collection of waste	%	50	70
2	Collection Efficiency	%	78	85
3	Extent of segregation of waste	%	10	40
4	Extent of recovery of waste collected	%	25	40
5	Extent of scientific disposal of waste at landfill sites	%	10	50
6	Efficiency in redressal of customer complaints	%	80	90
7	Extent of cost recovery of ULB in SWM service	%	55	60
8	Efficiency in collection of SWM charges	%	68	75
<b>Sewage Management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	%	98	100
2	Coverage of Sewage Network service	%	Nil	Nil
<b>Storm Water Drainage</b>				
1	Coverage of Storm Water Drainage Network	%	70	85
2	Aggregate No. of incidents of water logging reported in a year	%	4	2

**TURA MUNICIPAL BOARD**

Sl. No.	Indicator	Unit	Present State	Target FY 2013- 14
1	2	3	4	5
<b>Water Supply</b>				
1	Coverage of Water Supply connections	%	75	80
2	Per Capita Water Supply	LPCD	135	135
3	Extent of metering	%	0	0
4	Non-revenue Water	%	60	70
5	Continuity of Water Supply	Hrs/Day	4	4
6	Water Supply Quality	%	0	0
7	Redressal Efficiency of Customer Complaints	%	65	70
8	Cost Recovery	%	8.15	25
9	Collection Efficiency	%	8	25
<b>Solid Waste Management</b>				
1	House level coverage of SWM services through door-to-door collection of waste	%	0	60
2	Collection Efficiency	%	70	75
3	Extent of segregation of waste	%	0.1	5
4	Extent of recovery of waste collected	%	5	10
5	Extent of scientific disposal of waste at landfill sites	%	0	25
6	Efficiency in redressal of customer complaints	%	80	100
7	Extent of cost recovery of ULB in SWM service	%	25	50
8	Efficiency in collection of SWM charges	%	55	70
<b>Sewage Management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	%	75	85
2	Coverage of Sewage Network service	%	Nil	Nil
<b>Storm Water Drainage</b>				
1	Coverage of Storm Water Drainage Network	%	55	65
2	Aggregate No. of incidents of water logging reported in a year	%	0	0

**WILLIAMNAGAR MUNICIPAL BOARD**

Sl. No.	Indicator	Unit	Present State	Target FY 2013- 14
1	2	3	4	5
<b>Water Supply</b>				
1	Coverage of Water Supply connections	%	34	40
2	Per Capita Water Supply	LPCD	75	80
3	Extent of metering	%	0	0
4	Non-revenue Water	%	80	80
5	Continuity of Water Supply	Hrs/Day	2	2
6	Water Supply Quality	%	0	0
7	Redressal Efficiency of Customer Complaints	%	NA	10
8	Cost Recovery	%	20	25
9	Collection Efficiency	%	NA	25
<b>Solid Waste Management</b>				
1	House level coverage of SWM services through door-to-door collection of waste	%	0	15
2	Collection Efficiency	%	45	60
3	Extent of segregation of waste	%	0	0
4	Extent of recovery of waste collected	%	0	0
5	Extent of scientific disposal of waste at landfill sites	%	0	0
6	Efficiency in redressal of customer complaints	%	40	45
7	Extent of cost recovery of ULB in SWM service	%	0	5
8	Efficiency in collection of SWM charges	%	0	5
<b>Sewage Management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	%	80	98
2	Coverage of Sewage Network service	%	Nil	Nil
<b>Storm Water Drainage</b>				
1	Coverage of Storm Water Drainage Network	%	13	20
2	Aggregate No. of incidents of water logging reported in a year	%	10	5

**BAGHMARA MUNICIPAL BOARD**

Sl. No.	Indicator	Unit	Present State	Target FY 2013- 14
1	2	3	4	5
<b>Water Supply</b>				
1	Coverage of Water Supply connections	%	22	40
2	Per Capita Water Supply	LPCD	90	95
3	Extent of metering	%	0	0
4	Non-revenue Water	%	80	80
5	Continuity of Water Supply	Hrs/Day	2	2
6	Water Supply Quality	%	0	0
7	Redressal Efficiency of Customer Complaints	%	NA	5
8	Cost Recovery	%	5	10
9	Collection Efficiency	%	NA	5
<b>Solid Waste Management</b>				
1	House level coverage of SWM services through door-to-door collection of waste	%	0	15
2	Collection Efficiency	%	10	15
3	Extent of segregation of waste	%	0	0
4	Extent of recovery of waste collected	%	0	0
5	Extent of scientific disposal of waste at landfill sites	%	0	0
6	Efficiency in redressal of customer complaints	%	5	20
7	Extent of cost recovery of ULB in SWM service	%	0	5
8	Efficiency in collection of SWM charges	%	0	5
<b>Sewage Management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	%	75	87
2	Coverage of Sewage Network service	%	Nil	Nil
<b>Storm Water Drainage</b>				
1	Coverage of Storm Water Drainage Network	%	20	25
2	Aggregate No. of incidents of water logging reported in a year	%	3	2

**RESUBELPARA MUNICIPAL BOARD**

Sl. No.	Indicator	Unit	Present State	Target FY 2013- 14
1	2	3	4	5
<b>Water Supply</b>				
1	Coverage of Water Supply connections	%	60	65
2	Per Capita Water Supply	LPCD	75	80
3	Extent of metering	%	0	0
4	Non-revenue Water	%	80	80
5	Continuity of Water Supply	Hrs/Day	4	4
6	Water Supply Quality	%	NA	0
7	Redressal Efficiency of Customer Complaints	%	75	85
8	Cost Recovery	%	0	5
9	Collection Efficiency	%	0	5
<b>Solid Waste Management</b>				
1	House level coverage of SWM services through door-to-door collection of waste	%	0	25
2	Collection Efficiency	%	60	70
3	Extent of segregation of waste	%	0	0
4	Extent of recovery of waste collected	%	0	0
5	Extent of scientific disposal of waste at landfill sites	%	0	0
6	Efficiency in redressal of customer complaints	%	45	60
7	Extent of cost recovery of ULB in SWM service	%	0	5
8	Efficiency in collection of SWM charges	%	0	5
<b>Sewage Management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	%	75	95
2	Coverage of Sewage Network service	%	Nil	Nil
<b>Storm Water Drainage</b>				
1	Coverage of Storm Water Drainage Network	%	15	25
2	Aggregate No. of incidents of water logging reported in a year	%	Nil	Nil

**JOWAI MUNICIPAL BOARD**

Sl. No.	Indicator	Unit	Present State	Target FY 2013- 14
1	2	3	4	5
<b>Water Supply</b>				
1	Coverage of Water Supply connections	%	78	100
2	Per Capita Water Supply	LPCD	95	110
3	Extent of metering	%	0	20
4	Non-revenue Water	%	20	20
5	Continuity of Water Supply	Hrs/Day	1	2
6	Water Supply Quality	%	100	100
7	Redressal Efficiency of Customer Complaints	%	95	100
8	Cost Recovery	%	10	50
9	Collection Efficiency	%	95	100
<b>Solid Waste Management</b>				
1	House level coverage of SWM services through door-to-door collection of waste	%	20.5	40
2	Collection Efficiency	%	70	78
3	Extent of segregation of waste	%	Nil	3
4	Extent of recovery of waste collected	%	3	10
5	Extent of scientific disposal of waste at landfill sites	%	Nil	Nil
6	Efficiency in redressal of customer complaints	%	65	70
7	Extent of cost recovery of ULB in SWM service	%	5	15
8	Efficiency in collection of SWM charges	%	40	65
<b>Sewage Management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	%	96	100
2	Coverage of Sewage Network service	%	Nil	Nil
<b>Storm Water Drainage</b>				
1	Coverage of Storm Water Drainage Network	%	65	70
2	Aggregate No. of incidents of water logging reported in a year	%	Nil	Nil



**P. NAIK,**  
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